AMENDMENTS TO THE SPECIFICATION:

Please amend the paragraph beginning at page 8, line 11 to read as follows:

The present invention is an e-business service level agreement (SLA) management apparatus, system, and method for managing quality of service (QoS) assured e-business service systems. One or more SLA-specified service-level monitors and/or one or more provider-owned service-level management monitors are used by the invention to monitor one or more quality measures of one or more QoS-assured service systems and to generate one or more service-level monitoring events when the monitored system does not conform or might soon not conform to the respective quality measure. The invention includes a cross-SLA event manager (CSEM) that receives the monitoring events, determines which one or more SLA contracts are affected by the events, and generates one or more SLA-specific service-level management events to one or more SLA-specific SLA management objects (SMOs). The SMOs track the events according to each of the respective SLA contracts, determine how to allocate/deallocate/configure SLA management resources and/or determine the effect of those resource management actions on the service system operation to assure the contracted quality of service. When more than one SMO requests a resource, such as to prevent or alleviate a QoS violation, resources are allocated based at least in part on a financial impact assessment.

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